

ACS VOLUNTEER POSITION DESCRIPTION

PROGRAM: Family Readiness Program

POSITION/TITLE: Family Readiness Center (FRC) Administrative Assistant

FIRST LINE SUPERVISOR: Family Readiness Center Coordinator

SECOND LINE SUPERVISOR: ACS Volunteer Supervisor

GOAL/OBJECTIVES: To provide direct administrative support to FRC staff and customer service to walk-in and telephone patrons of the Family Readiness Center (FRC).

DUTIES: Provides general clerical and administrative support; Performs basic office automation duties; Prepares correspondences, memoranda, forms, and messages; Uses computer, word processing software and printing equipment to create, copy, edit, store, retrieve, and print a variety of standardized documents; Receives calls and visitors, and based on knowledge of programs and operations; Personally handles calls of a routine nature and refers others to appropriate personnel; Personally responds to non-technical requests for information regarding organization functions; assists supervisor or SFSC staff in preparing the FRC for programs and/or events; Work may involve light physical work to include setting up and putting away tables and chairs; Volunteer may also be requested to assist with activities that may require long periods of standing, bending, lifting and stooping; Volunteer may be requested to assist during non-duty (evenings and weekends) hours, however this is not mandatory.

TIME/DRIVING REQUIRED: 2-5 hrs per week; No driving of POV or GOV required; Regular use of a vehicle is not required.

QUALIFICATIONS: None. Volunteers will receive training and have the opportunity to acquire new skills or enhance and/or maintain current skills. Additional responsibilities will determine by skills level and experience.

TRAINING: Army Community Service volunteer orientation (2 hrs); On-the-job training will be provided on equipment usage, procedures, and other to be determined by Program Manager; Volunteer must take security and computer use training prior to government computer use (1 hr); Volunteer may be required to undergo security clearance prior to government computer use depending on access required.

EVALUATIONS: Ongoing and immediate supervisor feedback; Annual evaluations for long term volunteers (3 or more months) unless need for more as determined by supervisor and volunteer.